

## **Booking Terms and Conditions**

### **1. Course bookings**

Bookings (closed or open) may be made by email, letter or telephone. Telephone bookings must be confirmed in writing on request and within 5 days. Please quote purchase order numbers where applicable.

### **2.a Payment**

- 2.1 Bookings made within 4 weeks of the course start date will be required to be paid in full at the time of booking
- 2.2 Course bookings made more than 4 weeks in advance of the course start date will incur a 25% security deposit with the remaining balance to be paid 4 weeks in advance of the course start date.
- 2.3 Certificates / proof of training will be not be released to the client / student until full payment / balance has been received.
- 2.4 Payment is by BACs only. In the event that the client is unable to pay the invoice via BACs then business cheques can be accepted, but will incur an additional £10.00 surcharge for bank charges and administration.

**2.b** Any goods, supplies or stock that have been ordered will not be delivered to the purchaser until full payment has cleared. Delivery times after payment vary from product to product.

**2.c** Six month interest free payment plans may be available on certain courses and are at the sole discretion of XET. Please set up a standing order for the dates listed on invoice. No charges apply for early re-payment. Certification / proof of training, will not be issued until full payment / balance is received. Interest will be charged on late payments in accordance with section 2.d of these terms and conditions.

**2. d** Failure to make the appropriate payments may result in course cancelation and additional late payment fees. Xtreme Emergency Training Ltd (XET) will charge interest at 8% over the 0.5% Bank rate (8.5%) on a daily rate, against unpaid invoices from the due date until received and may also levy a fixed late payment charge as detailed under the Late Payment of Commercial Debts (Interest) Act 1998. All costs involved in recovering overdue monies will be charged to the customer.

### **3. Cancellations**

Should circumstances mean that you have to cancel your course and are unable to transfer your booking to another date at the time of cancellation then the following charges will apply:

More than 4 weeks prior to course  
No fee

2 –4 weeks prior to course  
50% of course fee

Less than 2 weeks prior to course  
100% of course fee

NB. Cancellation must be made in writing and the date upon which this is received by XET will determine the cancellation fee.

XET reserves the right to cancel any course if there are insufficient numbers to run a viable course. In such circumstances, you will be given as much notice as possible and the offer of a free transfer to another course date, or a full refund of fees paid. In the event of a refund, any pre-course reading material you have received will be deducted.

### **4. Transfers**

Should circumstances mean that you need to transfer to another XET course then the following administration charges will apply dependent on notice given:

More than 4 weeks prior to course  
No fee

2-4 weeks prior to course  
25% of course fee

Less than 2 weeks prior to course  
50% of course fee

NB. Transfers requests must be made in writing and the date upon which this is received by XET will determine the transfer fee. If your deposit resulted in you being issued with a course manual, pre reading material and online e-learning access, XET reserves the right to retain your deposit to cover the cost of these items.

### **5. Non-attendance**

If you do not attend a course, and have not previously informed us, the full course fee remains payable.

#### **6. Late arrivals/missed sessions**

If you arrive late for a course or are absent from any session, we reserve the right to refuse to accept you for training if we feel you will gain insufficient knowledge or skill in the time remaining. In all cases, the full course fee remains payable. To conform with Health and Safety Executive requirements for statutory certificates, attendance at all sessions is mandatory.

#### **7. Unforeseen circumstances**

On occasion, unforeseen circumstances may require us to cancel a course. In such circumstances you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid.

#### **8. Distance Selling Regulations 2000**

We abide by the applicable elements of the Distance Selling Regulations 2000

#### **9. Guidelines for students and employers**

It is the employer's responsibility to ensure that students are free from any condition which would affect their capability to undertake their chosen course, and that they have the aptitude to cope with an intensive course of study. We welcome students with disabilities but it remains their employer's responsibility to ensure that they are appropriately supported in their workplace.

#### **11. Right of Admission**

XET reserves the right to refuse admission to any delegate exhibiting unruly or anti-social behaviour to either its staff or other candidates. Any such incident will result in the immediate removal of the offending party and their full course fee being forfeit.

#### **12. Training facilities**

- All training will be conducted at the client's premises (onsite) unless stated otherwise.
- Training areas/rooms shall be clean and conducive to practical training methods.
- Floor surfaces will be clean and allow for practical exercises and demonstrations.
- Training areas/rooms must be large enough to facilitate confirmed delegate numbers.
- All training media will be supplied by XET unless stated otherwise.

#### **13. Trainer Expenses**

Any prices quoted by XET for closed courses are inclusive of travel and accommodation expenses which may be incurred by our trainers or consultants during the execution of the agreed course, unless otherwise agreed in writing.

Please contact XET if you have questions regarding this document or any other queries regarding your booking.